

## JOB DESCRIPTION

### CAFE SUPERVISOR/ EXECUTIVE

OUR CAFE SUPERVISOR HAS A WIDE VARIETY OF DUTIES HE/SHE MUST ACCOMPLISH ON A DAILY BASIS. THE MOST IMPORTANT IS TO SUPPORT AND ASSIST THE CAFE MANAGER AND ASS. CAFE MANAGER IN DAILY OPERATIONS.

THE POSITION REQUIRES SOMEONE WHO IS ORGANIZED, PROFESSIONAL, AND MOST IMPORTANTLY, A STRONG TEAM PLAYER.

### RESPONSIBILITIES:

- DEPUTIZES IN THE ABSENCE OF THE RESPECTIVE HEADS OF DEPARTMENTS.
- ENSURES THE SYSTEMS IN PLACE TO MAINTAIN THE REQUIRED HIGH STANDARDS OF PROFESSIONALISM, CLEANLINESS AND SERVICE DELIVERY ARE FOLLOWED AT ALL TIMES
- ENSURES TOTAL GUEST SATISFACTION IS ACHIEVED
- ENSURES THE SYSTEMS IN PLACE TO MAINTAIN THE REQUIRED HIGH STANDARDS OF PROFESSIONALISM, CLEANLINESS AND SERVICE DELIVERY ARE FOLLOWED AT ALL TIMES
- ENSURES ALL COMPANY PROCEDURES RELEVANT TO THESE AREAS ARE ADHERED TO AT ALL TIMES.
- ENSURES ANY GUEST ISSUES ARE ADDRESSED IMMEDIATELY AND RESOLVED IN A MANNER WHICH EXCEEDS THE CUSTOMER'S EXPECTATION
- ENSURES ALL SERVICE AND HOSPITALITY QUALITY STANDARDS ARE ADHERED TO ON ALL OCCASIONS BY YOURSELF AND THE TEAMS THAT YOU SUPERVISE
- ENSURES ALL NEW TEAM MEMBERS ARE INDUCTED, MENTORED AND TRAINED THOROUGHLY ALONGSIDE THE RESTAURANT MANAGER AND ASS. RESTAURANT MANAGER AND BAR MANAGER.
- COMMUNICATION:
  - ENSURE EXCELLENT COMMUNICATION EXISTS WITHIN THE RESTAURANT.
  - ATTEND ALL MANAGEMENT MEETINGS AND TRAINING SESSIONS AS REQUIRED.

### REQUIREMENTS:

- FLUENT IN ENGLISH
- 2 YEARS EXPERIENCE IN FOOD AND BEVERAGE SERVICE IN A HOTEL OUTLET OR STAND ALONE RESTAURANT.
- WILLING TO WORK FLEXIBLE HOURS AND ON PUBLIC HOLIDAYS.
- NEEDS TO HAVE EXCELLENT INTERPERSONAL AND ORGANIZATIONAL SKILLS.
- INITIATIVE, SUPERVISING ABILITY AND RELIABILITY ARE KEY.
- SHOULD ALSO BE PHYSICALLY FIT AND HAVE THE STAMINA NECESSARY TO STAND ON THEIR FEET AND MOVE AROUND FOR LONG PERIODS OF TIME.
- ADMINISTRATIVE AND COMMUNICATION SKILLS, SUCH AS THOSE ASSOCIATED WITH GIVING ORDERS AND PROVIDING DIRECTION TO CO-WORKERS ARE ALSO IMPORTANT.